



CUSTOMER RELATIONS CLAIM FORM

CUSTOMER RELATIONS

- TELEPHONE NUMBER: 312-795-8028
- FAX NUMBER: 312-782-8582
- OUTLOOK ADDRESS: CUSTOMER RELATIONS

Date Submitted: 11/17/04

Customer Information:

Bill Name:	<u>Rosen Lincoln Mercury Honda</u>		
Bill Telephone Number:	<u>(847) 623 - 7673</u>	State	<input checked="" type="checkbox"/> IL <input type="checkbox"/> IN <input type="checkbox"/> MI <input type="checkbox"/> OH <input type="checkbox"/> WI
Customer Contact	<u>Roland Frankel</u>	Telephone Number	<u>(847) 456 - 0875</u>
Product(s) involved	<u>RFC/Usage</u>	Contract Number, if applicable	

Originator's Information: (Ameritech Salesperson, Distributor Manager, CSM, Project Manager)

Name:		Title:		Sales Code:	
Telephone Number:	<u>() - </u>	Pager:	<u>() - </u>	FAX:	<u>() - </u>
Sales VP's Name:					
Sales Director's Name:					
Sales Manager's Name:					

Who within Ameritech would be able to provide background information? And where can they be reached? (Provide AD information here if applicable.)
Kurt Dunklau, 847-630-6161

Please describe the customer issues:

The Rosen Automotive Group contracted my company to review all SBC invoices for this client. Upon review, there seems to be a gross overbilling taking place on account 847.623.7673. In August 1997, Mr. Rosen contacted the Ameritech, requesting to secure a vanity phone number, which spells ROSEN. This was in preparation of their move from their old location (in Waukegan) to a new building in Gurnee. Ameritech secured the number (847.623.7673 (ROSEN). Ameritech informed Mr. Rosen that this was the only vanity number available in the area. Ameritech also informed Mr. Rosen that the number was out of a different rate center. Ameritech informed Mr. Rosen that in order to have the vanity number to work at the new location, the number would have to be Remote Call Forwarded (RFC'd) to the number installed at the new location. Mr. Rosen trusted this information to be accurate and agreed to have Ameritech RFC 847.623.7673 to their current location in Waukegan. Upon moving, Ameritech RFC'd 847.623.7673 to 847.856.8439 - when Mr. Rosen opened his new store in Gurnee, IL (this was an opportunity for Ameritech to correct the RFC issue). Ameritech also added 10 call paths. By the way, both the old location (Waukegan) and the new location in Gurnee are served out of the SAME rate center.

Once this overbilling issue was identified, SBC was notified immediately to have this problem corrected. At 8AM, November 17th, 2004 an order was issued (C1876020961) to replace the third number in the existing hunt group at the Honda/Lincoln Mercury location. Ameritech swapped 847.856.8441 with 847.623.7673 - and everything works perfectly. SBC they issued a disconnect order for the RFC charges (D1876020960). This action will save the Rosen Auto Group over \$1000.00 per month. It appears that Ameritech provided the Rosen Auto Group with inaccurate information. Since the RFC account (846.623.7673) was created on 8/14/97 - it has been based on inaccurate information. Both the Rosen old location in Waukegan (847.662.2400) and the new location in Gurnee (847.856.8439) are out of the SAME rate center or central office. Mr. Rosen trusted the information provided by Ameritech to be accurate, it was not.

Confidential

Cus Rel Claim Form (11-28-01).dot

Solely for use by employees of SBC companies who have a right to know.
Not to be disclosed or used by any other person without prior permission.



CUSTOMER RELATIONS CLAIM FORM

Rosen has been overbilled/overcharged for the following: Remote Call Forwarding - \$164.00 per month plus tax and Usage charges ranging between \$600.00 and \$900.00 per month - plus tax. This overbilling/overcharging has taken place since the account was created on 8/14/97 - or 87 months. The Rosen Automotive Group is requesting that SBC refund all unnecessary charges - back to the date this account was created (87 months * \$1000.00 per month = \$87,000.00) They currently bill over \$10,000.00 per month with SBC. All this revenue is in jeopardy because of this gross overbilling error. The Rosen Automotive Group expects SBC to conduct a thorough investigation as to why this account was set up incorrectly, and why Mr. Rosen was informed that 847.623.7673 was served out of a different rate center

Do not make a time commitment for resolution of the adjustment to the customer.

Please FAX all documents of support for your request (letters, contracts, customer logs, order numbers, etc.) along with this cover sheet to the Customer Relations-Revenue Team.

For further details regarding completion of this form, refer to the Customer Claim Process M&P located in the SalesOne/Resources/Sales Processes/Customer Relations Claim Investigation.

Confidential

Solely for use by employees of SBC companies who have a right to know.
Not to be disclosed or used by any other person without prior permission.

Cus Rel Claim Form (11-28-01).dot